

# 2012 Military Health System CONFERENCE



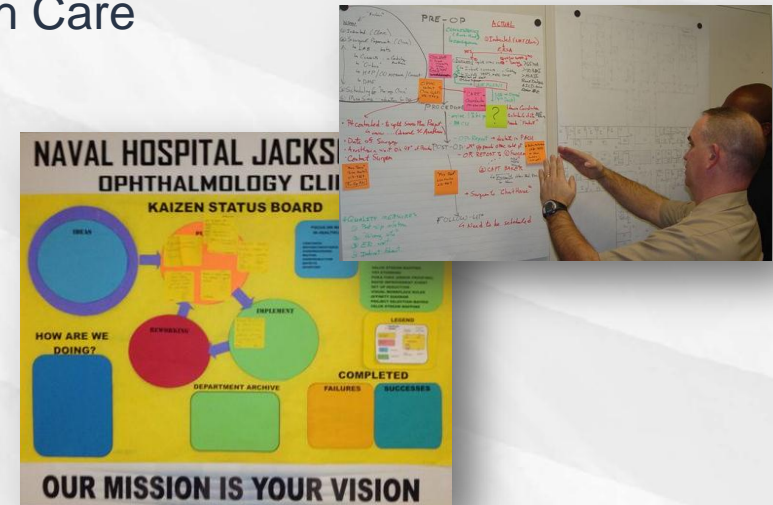
## Jacksonville Kaizen Production System (JKPS)

New Vision for Maximizing Efficiencies in Health Care

The MHS: Healthcare to Health

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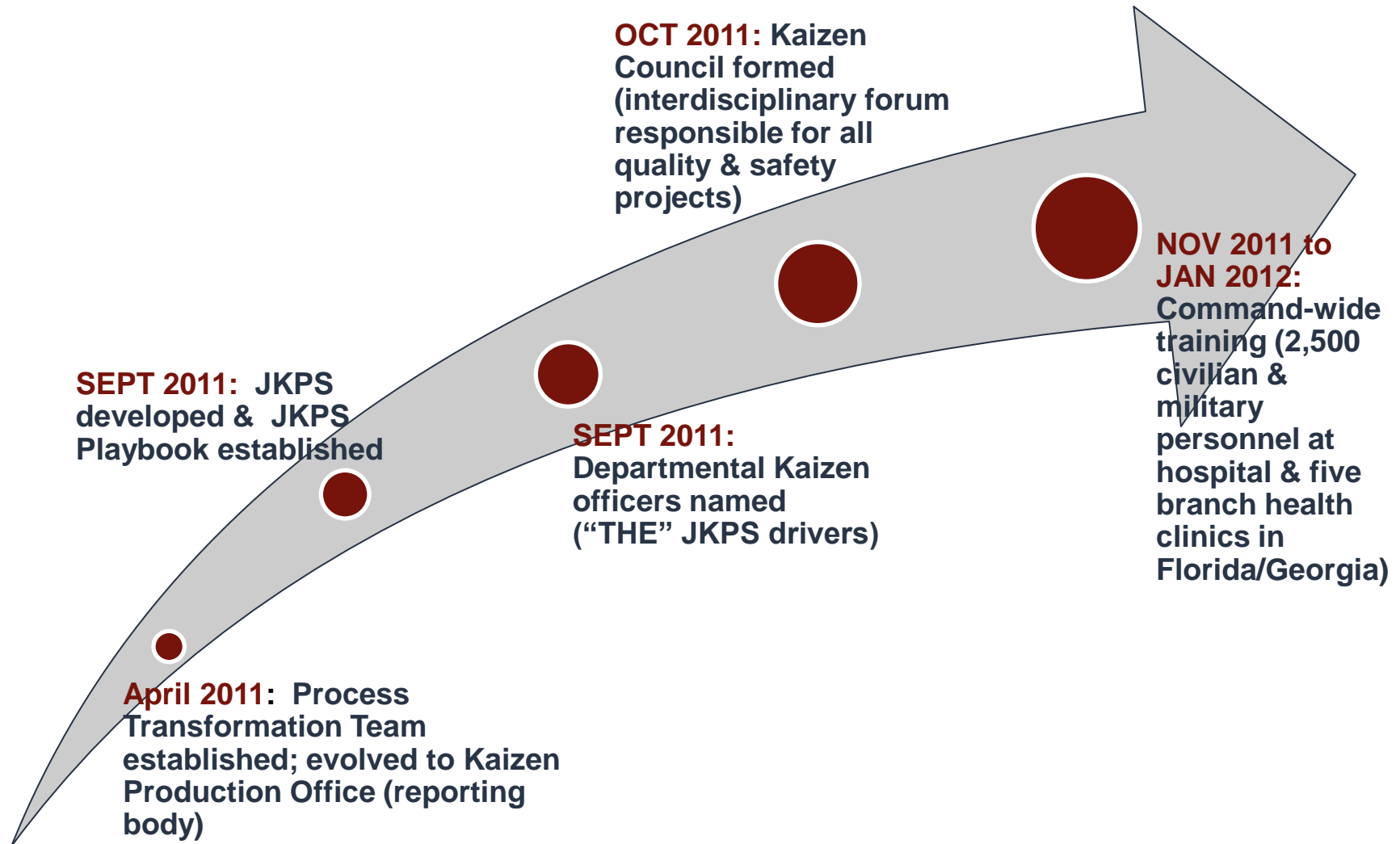


# Introduction

## NH Jacksonville & JKPS

- Combines most powerful tools & methodologies with infrastructure needed to execute
  - Toyota Production System, Lean Six Sigma, industrial engineering, high-reliability & industry best practices (e.g., Virginia Mason)
- Evidenced-based process improvement system to drive clinical/administrative efficiencies
  - Addresses 7 wastes in health care
  - Overall goal: 20% reduction in operating costs

# Methods – “Home-Grown”



# Results

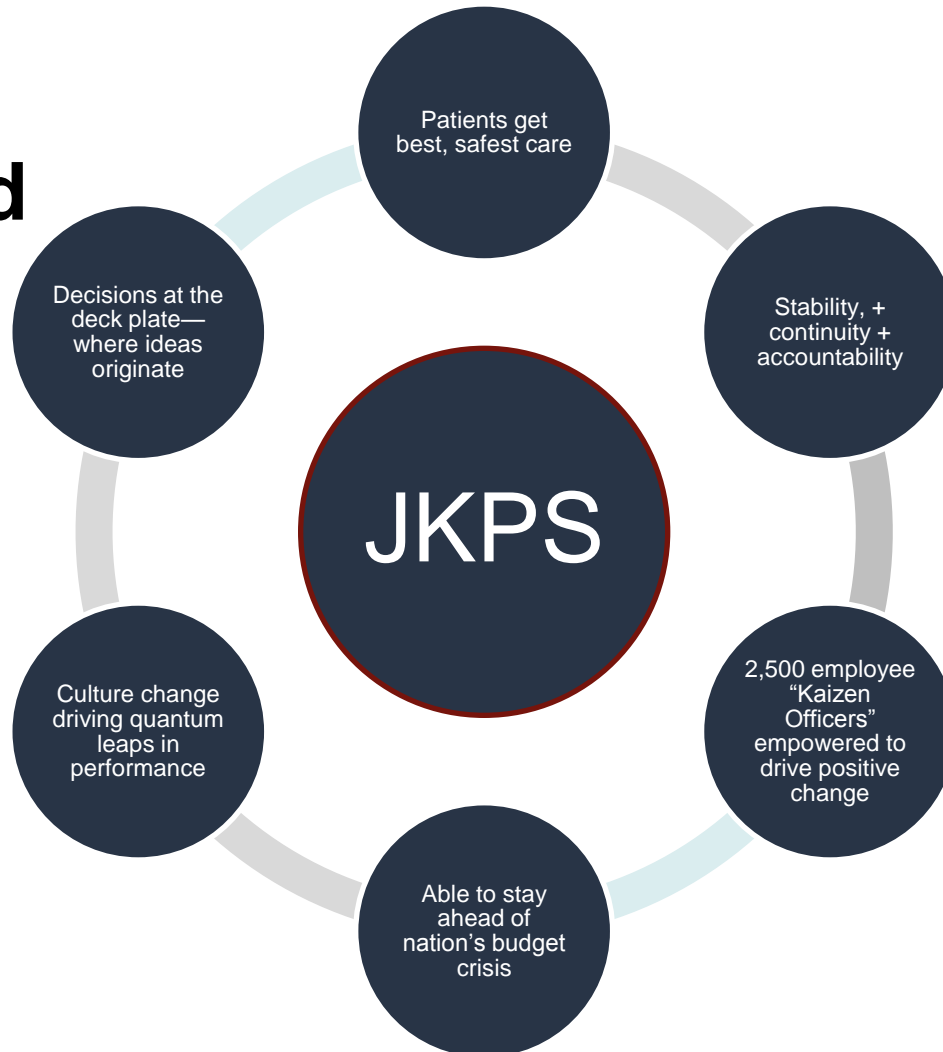


- Highlights since implementation:
  - 50 current projects (e.g., “one-stop” shopping for pre-op patients)
  - 29% increase in OR productivity (hospital)
  - 100% HEDIS tracking of diabetic patients = improved disease management (branch clinic)
  - \$500K savings in reduced computer/printer costs; annually \$1 million (command)
  - 20% reduction in wait times in Urology and improved patient flow (hospital)

# Conclusions



**Easily  
Replicated**



**Easily  
Exported**